

Utah State Rehabilitation COUNCIL REPORT



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State Rehabilitation Council

MISSION

The Mission of the State Rehabilitation Council, in partnership with the Utah State Office of Rehabilitation and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment.

We accomplish this mission by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

State Rehabilitation Council

MEMBERS

EXECUTIVE COMMITTEE

Kent McGregor, Consumer Representative, Chair

Delena Fish, Vice Chair

Milton Taylor, Representative of Business, Industry or Labor, Past Chair

Rebecca Wassem, Representative of State Independent Living Council, Secretary

Nedra Taylor, Consumer Representative, Member at Large

Krystal Gray, Member at Large

MEMBERS

Allan Ayoub Representative of Business, Industry, and Labor

Melanie Bike VR Counselor

Deborah Burt Representative of Individuals with Disabilities

Linda Collins Representative of the Division of Services to the Blind and Visually Disabled

Garth Eldredge Representative of Individuals with Disabilities

Nancy Friel Representative of Client Assistance Program

Eileen Glathar Consumer Representative

Gary Knapp Representative of Workforce Services Board

Pam Knighton Representative of Consumers

Rollin S. Jones Representative of Deaf and Hard of Hearing Council

Tericia Leavitt Representative of Person with Disability

Susan Loving Representative of Office of Education

Jackie Pierce Representative of Individuals with Disabilities

Helen Post Parent Center Representative

Treva Roanhorse Representative of Title 121 Program

Eileen Saunders Representative of Community Rehab Providers

Karl Smith Representative of Business, Industry, and Labor

Kraig Stephens Representative of Service Providers and Consumers

MESSAGE From the Chair

December 2007

Friends and Fellow Utahns

“There is no nobler achievement in the art of the work that we do than to achieve success for those we serve.”

Edward Anthony, Commissioner
Rehabilitation Services Administration,
United States Department of Education

I heard this statement during a presentation Commissioner Anthony and his staff made before the Council of State Administrators of Vocational Rehabilitation in Bethesda, Maryland in April. Though it was near the end of my term as Chairman, I realized that those words symbolized the spirit of leadership I tried to provide for the State Rehabilitation Council during 2007.

When I started my term, Milt Taylor, the Immediate Past Chairman, and I decided we needed to come up with some sort of acronym that we hoped would raise the level of the Council beyond the spectacular altitudes of performance already attained. The term we came up with was “BIONIC.”

- B** stands for best practices.
- I** indicates individualism, meaning that we have to realize that each of the consumers we serve is an individual.
- O** denotes optimism. It might also stand for outcomes. If you're optimistic about something, outcomes are almost always better.
- N** means nothing but our best efforts.
- I** stands for the importance of consistent and open communication.
- C** stands for caring.

In remarks I made to the full Council at the orientation meeting held just before I assumed the Chairmanship, I urged the group to be a BIONIC SRC. As I thought back on those comments during the Commissioner's presentation in April, it occurred to me that if all of the elements of the acronym mentioned above were incorporated in the actions of the SRC, the group will have reached the “noble achievement in the art of the work that we do.”

Service on the SRC is voluntary. To do it well takes time – time that must be taken away from family, work, and other pursuits. Yet the members of Utah's SRC have shown a consistent willingness to take that time and offer their services wherever they've been needed. Whether we were

hearing about IRIS, the computer software vocational rehabilitation counselors statewide use to keep records, or discussing the impact of proposed legislation on the VR program in Utah, at least one, if not all, of the elements of the BIONIC acronym played a major role in the meetings and the members' subsequent actions during 2007.

The discussion of legislative issues is always a significant part of what the SRC does each year. Kris Fawson, the legislative liaison with the Utah Statewide Independent Living Council, was kind enough to share updates and training with us on a monthly basis. She reported on what the Legislature was doing, whether it was in session or in its interim study group periods. This information played a valuable role in helping us decide how we ought to respond to certain proposals and how best to approach legislators about funding requests designed to enhance the services the Vocational Rehabilitation program provides. USOR Executive Director Don Uchida provided invaluable assistance in helping us understand what was before the Legislature and how certain proposals and actions might affect the rehabilitation programs and services offered in the state.

MESSAGE FROM THE CHAIR

Don also provided us with critical information about what was happening nationally. The SRC continues to be concerned about the ongoing efforts to reauthorize the Rehabilitation Act, which is now part of the Workforce Investment Act, also up for reauthorization. The Rehabilitation Act piece has undergone several incarnations in the years the SRC has been acquainted with the issue. Don's timely and concise reports to us have helped us understand the changes and formulate opinions about which elements are good and things that might not be so desirable.

It was my high honor and distinct privilege to accompany Don and Russ Thelin, the Director of the Division of Rehabilitation Services (DRS) to both conferences of the Council of State Administrators of Vocational Rehabilitation. During the April conference, we spent a day on Capitol Hill in Washington. Don met with our Senators while Russ and I spent time with our House delegates or their staffers. We were able to share with them success stories about our VR consumers, some of which you will see elsewhere in this report. We were also able to show them statistical information which demonstrates the positive financial impact successful rehabilitation services generate for our clients.

Readers will note from their observation of the material at the beginning of this report that our critical mission as an SRC involves reviewing the programs, advising on the policies and procedures, and analyzing the service delivery methods of the Utah State Office of Rehabilitation VR program. One or more aspects of this mission were part of every monthly SRC meeting.

The reorganization of the Federal Rehabilitation Services Administration, particularly the closing of the regional offices, has caused concern for us about how the state agency will interact with the federal agency responsible for enforcement of the Rehabilitation Act. Of particular concern to the SRC was the role we would play in the monitoring of the state program that the RSA does from time to time. Russ Thelin provided us with excellent training which laid out specifically what the federal authorities will be asking the Council when they conduct a monitoring visit in 2009. Stacey Cummings, Case Service Coordinator for DRS, provided extensive information about the IRIS system. Kyle Walker provided detailed information about the improved methods the USOR will use for ongoing case file reviews.

Transition services provided for students with disabilities who are moving from high school to post-secondary education or other pursuits in the adult world occupied a considerable amount of the Council's time. We learned about what VR transition counselors do. We were also made aware of concerns about funding for transition programs at the national and state levels.

The Council spent considerable time at its March meeting discussing the consolidation of some of Utah's area technical colleges into existing colleges or universities. Some of the programs offered at the area technical colleges are ideal for students with learning or other disabilities. However, when the technical colleges are consolidated, these students are sometimes excluded from participation in the technical programs because they can't meet the admissions standards set by the colleges or universities. The SRC, in cooperation with the USOR, is looking at ways of positively addressing this situation.

Preparation of the State Plan, which the USOR sends to the State Office of Education and federal authorities, is always a major activity of the SRC. The fruits of that input and the USOR's responses are included elsewhere in this report.

MESSAGE FROM THE CHAIR

I feel I must say a word about the relationship between the State Rehabilitation Council and the Utah State Office of Rehabilitation. For the past year, I have been involved with some of the SRC chairpersons from other states who want to form a national coalition of State Rehabilitation Councils. They continually comment about the negative relationships between their Councils and the agencies they advise. I can assure the citizens of Utah that is not the case in this state. I've been involved with disability issues for quite some time now. There is frequently an "us and them" mentality when it comes to people with disabilities interacting with the agencies designed to serve them. In Utah, however, the discussions are always frank and open. We may not always agree, but our relations are professional and conducted in an atmosphere of mutual respect. I will continue to appreciate this relationship.

The members of this Council are the movers and shakers in the various disability communities and other groups they represent. Each of them adds elements of wisdom and experience without which the Council could not function so effectively. In that spirit, I extend my appreciation to Vice Chair Delena Fish, and those who worked with her to nominate individuals who

will serve on the Council beginning next year. We are pleased to welcome Tim Tiernan, Betty Bennally, Vicki Brenchley, Holly Williams and Ralph Glathar. We know their input to the group will be of great value. We appreciate Melanie Bike, Susan Loving, Kraig Stephens, and Delena Fish for their willingness to serve additional terms.

We recognize outgoing members Allan Ayoub, Treva Roanhorse and Deborah Burt for the contributions they made to the SRC.

The nature of an SRC is such that its Chairman cannot be a rugged individualist. I would have been a case study in ineffectiveness were it not for the support of my Executive Committee. So, Delena, Milt, Rebecca, and Krystal, thank you for keeping me in line and on track during the year.

I have learned many things, about both life and matters of public policy, which will remain forever in my memory.

With thanks for and great pleasure in the opportunity to serve, I am,

W. Kent McGregor

Chairman, Utah State Rehabilitation Council

INTRODUCTION

The Utah State Rehabilitation Council (SRC) is a body of citizens appointed by the Utah State Board of Education, under the authority of the Rehabilitation Act of 1973, as amended. The Council is composed of consumers, professionals, employers, labor representatives, family and parent advocates, and service providers promoting public awareness and support of the Vocational Rehabilitation (VR) program and advocating for individuals with disabilities. The majority of Council membership consists of individuals with disabilities, many of whom have been involved as participants in the vocational rehabilitation process. Members of the SRC have been chosen for their interest, specialized knowledge, and expertise serving the disabled community. The term of office for those selected as SRC members is three years.

The Council provides direct communication among consumers, rehabilitation professionals, business, industry, labor, service providers, and other individuals interested in improving the services provided by the state agency. Collectively, this group reviews, analyzes, and advises the Utah State Office of Rehabilitation (USOR) regarding the Vocational Rehabilitation program.

Over the years, the SRC has established strong community relationships among people with disabilities, local businesses, private and public agencies, service providers, community organizations, and advocacy groups to promote the objectives of the organization. The Council continues to be an active partner with the Vocational Rehabilitation program to ensure the provision of quality services to eligible consumers of the VR agency. Council members provide critical support to the USOR and to individuals with disabilities served by the agency by communicating with legislators at state and national levels. They promote legislation and funding requests that continue the specialized services provided by the agency.

Council members participate in various functions of the VR agency. These include attending USOR Statewide Administrators' Meetings (SAM), the annual USOR agency meeting, Golden Key employment recognition awards ceremonies, town meetings, focus groups, and district VR staff meetings. The SRC has contributed to and continues to be involved in the development and implementation of the USOR's Strategic Plan and the State Plan. The Council has identified areas of strength within the USOR, acknowledged the best practices of the agency, and recommended improvements to the VR program. Members of the State Rehabilitation Council and staff of the Utah State Office of Rehabilitation agree that, through appropriate communication and partnerships, vocational rehabilitation services for people with disabilities in Utah will continue to improve.

PURPOSE

Roles and Responsibilities

The responsibilities of the SRC are outlined in the Rehabilitation Act of 1973 as amended in 1998, and include the following:

- **Review, analyze, and advise the Utah State Office of Rehabilitation (USOR)** regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent, scope, and effectiveness of services provided; and the functions of the state rehabilitation agency that affect the ability of individuals with disabilities to achieve employment outcomes.
- **In partnership with the USOR**, develop, agree to, and evaluate the effectiveness of the Vocational Rehabilitation program.
- **Advise the USOR** regarding activities authorized to be carried out, and assist in the preparation of the State Plan, amendments to the plan, applications, reports, needs assessments, and evaluations.
- **Conduct a review and an analysis** of the effectiveness of vocational rehabilitation services and consumer satisfaction.
- **Prepare and submit an annual report** to the Utah State Board of Education and the Commissioner of the Rehabilitation Services Administration (RSA) on the status of vocational rehabilitation in the state, and make the report available to the public.
- **Coordinate the work of the Council** with the activities of other disability-related councils within the state.
- **Establish working relationships** among the Vocational Rehabilitation program, the Statewide Independent Living Council, the Special Education Advisory Panel established under the Individuals with Disabilities Education Act (IDEA), the State Developmental Disabilities Council, and the State Workforce Services Council.
- **Perform other functions** the SRC determines are appropriate and comparable to other functions performed by the Council.

The SRC, in partnership with the USOR Vocational Rehabilitation program, is committed to helping the people of Utah who qualify for services to obtain better jobs with a living wage, health care benefits, and better career opportunities, and become as independent as possible. The Council believes that individuals with disabilities should be full and active partners in the VR process. Members of the SRC seek to work cooperatively with the state VR agency to ensure that the activities of the VR program are carried out in a manner that is respectful of an individual's dignity and recognizes an individual's right to make informed choices.

YEAR IN REVIEW

2006-07

■ SRC STRATEGIC PLAN

A strategic plan was developed for the SRC to identify specific needs to focus the work of the Council. Three areas were agreed upon: collaboration (with other agencies), legislative advocacy, and SRC Annual Report. Objectives and action plans were then developed. More information about the plan is provided later in this report.

■ COUNCIL MEMBER VISITS

A member attended VR statewide administrative meetings. The purposes of these visits were to become more familiar with the operation of various district offices where meetings were hosted, and to increase understanding of agency management issues.

■ LEGISLATIVE ISSUES

During the 2007 state legislative session, no funding was obtained in order to serve transition clients. The Council has closely followed the process of reauthorization of the federal Workforce Investment Act (WIA). USOR administrators provided valuable information that helped Council members determine actions to be taken to respond to areas of concern in the proposed legislation. Information was shared about the potential impact on the VR program and individuals with disabilities in Utah. Strategies to inform members of the State Board of Education about VR and the continuing need to support the USOR were discussed and implemented.

■ STATEWIDE NEEDS ASSESSMENT

The 2007 Statewide Needs Assessment was conducted under contract by Dr. Richard Baer of Utah State University's Center for Persons With Disabilities. Information from town hall meetings and surveys was analyzed for areas where improvement, innovation, or program change might be required. A final report and recommendations were submitted to the USOR and the SRC in August 2007.

The Statewide Needs Assessment resulted in the identification of several areas where program improvement efforts will be targeted. The assessment found that the most important need for consumers of the VR program was a qualified, experienced, and fully engaged Vocational Rehabilitation counselor who has the time and resources to respond to consumer needs and provide consumers with accurate information regarding the VR program and informed choice in identifying their primary employment factors, selecting services and service providers, and determining their vocational goal.

► **Turnover and Staff Training:** The Utah State Office of Rehabilitation, Division of Rehabilitation Services has 116 case loads providing services throughout the state. From October 1, 2001 to May 31, 2007 there have been a total of 153 case load turnovers due to terminations, retirements, and/or promotions to non-case load-carrying positions. Just 25 case loads throughout the state have remained stable during this five-year period, in terms of having the same Vocational Rehabilitation counselor. Of the 78 percent of case loads that have experienced a new counselor during this period, many case loads have experienced multiple and frequent changes of Vocational Rehabilitation counselors. On average, during this period, the USOR has hired 30 new counselors per year. Additionally, the Vocational Rehabilitation Counselor Survey conducted as part of the 2007 assessment indicates that only 58 percent of current USOR VR counseling staff members intend to stay in the field as a career. The large number of counseling staff members who are not experienced or fully trained strains service delivery. The assessment clearly demonstrates the need for the USOR to focus efforts on attracting, training, and retaining VR counselors.

► **Caseload Size:** During federal Fiscal Year 2006 the average VR counselor managed a case load consisting of 184 eligible individuals. The VR Counselor Survey indicates that the average case

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load size currently is 144. VR counselors reported that they spent the majority of their time dealing with paperwork and documentation, and VR consumers voiced a concern that their VR counselors did not have the time to provide meaningful counseling and guidance. Specifically, some consumers felt that they were rushed through the VR process. Some felt that they were not provided with enough information during the orientation process, that the comprehensive assessment process did not provide them with enough information about their abilities and interests, and that their vocational goal was not arrived at through informed choice. The assessment indicates the need for the USOR to continue the focus on efforts to decrease case load size throughout the state.

► **General Awareness of VR:** The assessment also found a general lack of awareness throughout the state regarding the existence and availability of VR services. Many consumers stated that they had first learned of VR through word of mouth reports from friends, family, or other acquaintances. Some indicated that many people who could benefit

from VR services do not know about their existence. The need to better inform the public of VR services was mentioned in several town hall meetings as well. As a result of these findings, the USOR will work on a promotional campaign that will include public service announcements, advertising, and improving the agency web site for informational purposes and as a tool for outreach.

► **Transition Services:** The transition of students with disabilities exiting the public education system continues to be an area of concern in Utah. The Utah State Office of Education estimates that each year 4,000 students exit the special education program statewide. This figure does not include Section 504 students. The USOR added two (2) specialized transition case loads in FY 2005, and will add an additional three (3) specialized transition case loads in FY 2008. Additionally, the assessment indicates that parents and transition-age youth are unaware of the availability of VR services. Outreach, advertising, and additional staff time in the schools will be a USOR focus during FY 2008.

■ USOR STATE PLAN

The Rehabilitation Act and its regulations require the development of the State Plan to outline how the state will comply with and implement the provisions of the law. The USOR meets with the SRC regularly to review and analyze program data.

The following summaries cover USOR responses to five SRC recommendations to the USOR. These are also addressed in the State Plan Attachment 4.2 (c).

State Rehabilitation Council Recommendation 1

The Council recommended that Vocational Rehabilitation counselor pay should be increased to stem the turnover problem and to better reflect the difficulty of the job.

USOR Response to Recommendation 1

The USOR provided rehabilitation counseling staff with an administrative salary increase (ASI) in October 2006 and in October 2004. The USOR intends to do so again in October 2007 in a continuing effort to deal with counselor turnover. In addition, the USOR is in the fourth year of the production incentive program, whereby Vocational Rehabilitation counselors are provided with additional pay based on quality successful closures.

State Rehabilitation Council Recommendation 2

The Council expressed some concern regarding case load size and expressing an interest in how urban and rural case load sizes differ. Additionally, the Council wanted to know whether the USOR or RSA had a case load size limit established.

USOR Response to Recommendation 2

The USOR explained that overall case load size within the agency, in both rural and urban areas, has been decreasing as a result of several strategies the USOR has ongoing. The USOR explained that some research indicates that the ideal case load size of a VR Counselor is 120 to 135 and that the USOR is getting closer to this ideal. The USOR explained that RSA has not set a case load size limit and that the USOR would not be interested in doing so. Experienced counselors can handle more cases than inexperienced counselors, and specialty case loads also affect the reasonable size of a case load. The USOR agreed to continue monitoring case load sizes and continue efforts to decrease case load size.

State Rehabilitation Council Recommendation 3

The State Rehabilitation Council requested that Council members be able to visit district offices and talk to VR staff members directly about VR services.

USOR Response to Recommendation 3

The USOR agrees with this recommendation and will work to facilitate these meetings during the coming months.

State Rehabilitation Council Recommendation 4

The Council suggested that the new Executive Director of the Department of Workforce Services be invited to attend an SRC meeting upon her relocation to the state.

USOR Response to recommendation 4

The USOR agrees with this recommendation, has made the invitation, and will facilitate the attendance of the new Executive Director of DWS.

■ SRC ANNUAL MEETING

The annual meeting of the SRC focused on the orientation of new members and the development of action steps for the Council's annual goals as outlined in the Strategic Plan. The theme for the meeting was

“Git-R-Done!” A number of SRC members and USOR staff members provided training. The purpose of the training was to help the new members understand the Council's mission, their roles and responsibilities, and the importance of getting involved and committing to an active role in helping to achieve the SRC's goals.

■ COMMITTEES AND ACCOMPLISHMENTS

Several ad hoc committees were formed this year to accomplish the work of the Council. Committees included the Nominating Committee, Collaboration and Coordination Committee, and Legislative Advocacy Committee. Committee members selected chairpersons.

► NOMINATING COMMITTEE

Resignations and the expiration of terms for several members created openings on the Council. Some members chose to be nominated to serve a second term. There were several vacancies that needed to be filled with members as outlined in the Rehabilitation Act. The full Council formed a Nominating Committee to solicit nominations, review the qualifications of nominees, conduct interviews, and present the names of the individuals for consideration. The committee submitted the names to the State Board

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of Education in accordance with specified timelines. Highly qualified and committed individuals were appointed to the Council. They bring commitment and unique expertise to the SRC.

► **COLLABORATION AND COORDINATION COMMITTEE**

The purpose of this committee was to assess the current status of collaboration and coordination and to increase these efforts where needed. Overall, the Utah SRC appears to be doing excellent work in this area when compared to other states in RSA Regions VI and VIII.

► **LEGISLATIVE ADVOCACY COMMITTEE**

Advocacy on behalf of consumers of VR services continued to be a high priority for the Council. SRC members participated in various ways to promote the State VR program. Funding issues were addressed and contacts were made related to proposed legislative language that affects the provision of VR services.

■ **CSAVR MEETING, WASHINGTON, D.C.**

By invitation, the Council of State Administrators of Vocational Rehabilitation (CSAVR) recommends that the Chair or Vice Chair of the SRC attend training at the CSAVR spring meeting. If finances are available, a representative of the SRC accompanies USOR/CSAVR administrative staff members to the Washington, D.C. meeting. Kent McGregor, SRC Chair, attended the CSAVR meeting this year. He was impressed anew by Utah's successful working relationship between the SRC and the USOR, and gained increased understanding of the role of the SRC. Kent joined USOR staff members in meeting with the Utah Congressional delegation and their staffs regarding VR issues.

SRC Strategic Planning

Throughout the year, the Council developed a strategic plan to be implemented during the coming year. This planning process was determined to be necessary to help the SRC identify priorities and focus its efforts on accomplishing its mission and fulfilling responsibilities outlined in the federal regulations and the Rehabilitation Act of 1973, as amended in 1998. Goal areas were determined. Committees were formed to develop and prioritize objectives and activities. Goals to be addressed during the coming year are:

- ▶ **Collaboration with Other Agencies**
- ▶ **Legislative Advocacy**
- ▶ **SRC Annual Report/PR**

Last year's accomplishments in these three goal areas are detailed in the following reports from the chairperson of each committee.

Collaboration/Coordination Committee

Chairperson: Rebecca Wassem

The goal of this committee is to collaborate with other disability groups to resolve common issues resulting in quality VR services to eligible individuals. After reviewing the disability councils and committees represented on the SRC, it was determined that the primary focus of collaboration would be on federally and locally mandated partners such as the Utah Statewide Independent Living Council, the Utah Parent Center, the Division of Services for the Blind and Visually Impaired Advisory Council, and others listed in the SRC Bylaws. It was agreed that any collaboration with the mandated groups would be directly related to employment, provision of VR services, and issues related to VR services.

SRC members have been diligent in maintaining this focus, which has resulted in heightened awareness of the employment-related activities of other disability groups and councils.

Legislative Advocacy Committee

Chairperson: Eileen Saunders

The overall purpose of the Legislative Advocacy Committee is to be the voice of the SRC at the Utah Legislature. The committee helped bring awareness of continued success and growth within the VR program. Being aware of the growth and success of the program has enabled the State Rehabilitation Council to act on an educated basis to help the Legislature understand the needs of the VR program. The Legislative Advocacy Committee members spent time this year on efforts to support the building blocks of the USOR by writing letters and making representation at the State Legislature. Contacts

SRC Strategic Planning

were made with state representatives in an endeavor to further awareness and the purpose of VR. Committee members and the full Council advocated with different organizations to expand the VR program, with emphasis on the transition program. The Legislative Advocacy Committee met on several occasions to analyze needs and to review progress. Members spent time speaking with legislators in person, writing letters, making phone calls, and e-mailing new and familiar legislators.

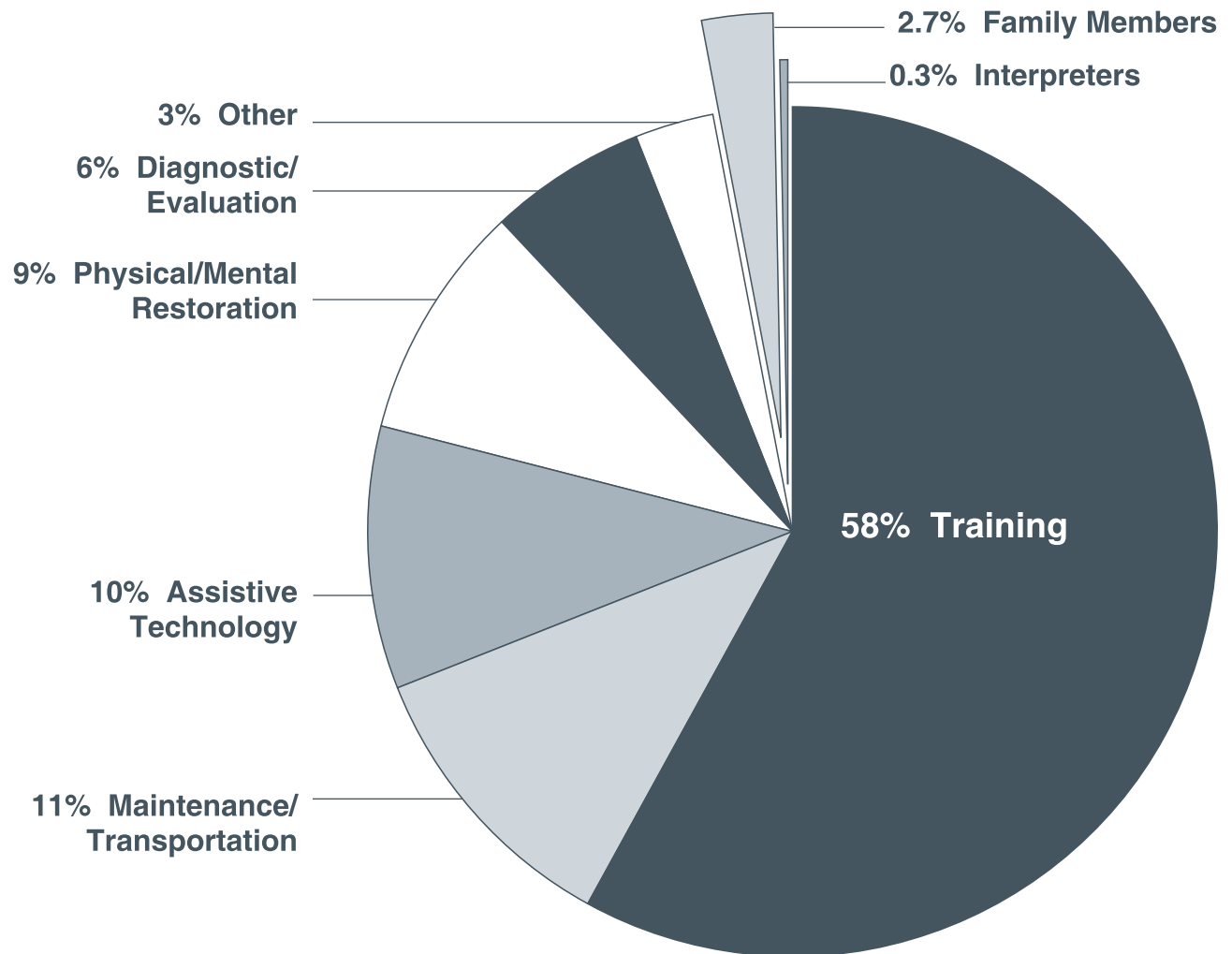
SRC Annual Report Executive Committee

Chairperson: Kent McGregor

The Executive Committee was responsible for providing direction to the committee chairpersons about the information that is required for the SRC's annual report. They then collected the information and prepared the content of the report. The committee was assisted in the effort by VR staff members assigned to support the Council and the administration of the USOR.

Vocational Rehabilitation Program **EXPENDITURES**

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



Total Employed = 3,156

HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2007:

- ▶ 3,156 individuals with disabilities were successfully employed.
- ▶ 20,584 individuals were provided with vocational rehabilitation services.
- ▶ 98 percent of those employed were severely disabled.
- ▶ 236 public assistance recipients were successfully employed.
- ▶ 769 Social Security Disability Insurance recipients were successfully employed.
- ▶ 96 individuals were successfully employed through supported employment services.
- ▶ \$14,194,762 in estimated annual taxes were paid by 3,156 employed individuals after vocational rehabilitation services were provided.

CHARACTERISTICS

GENDER	Number	Percent
Male	1,681	54%
Female	1,445	46%
TOTAL	3,156	100%

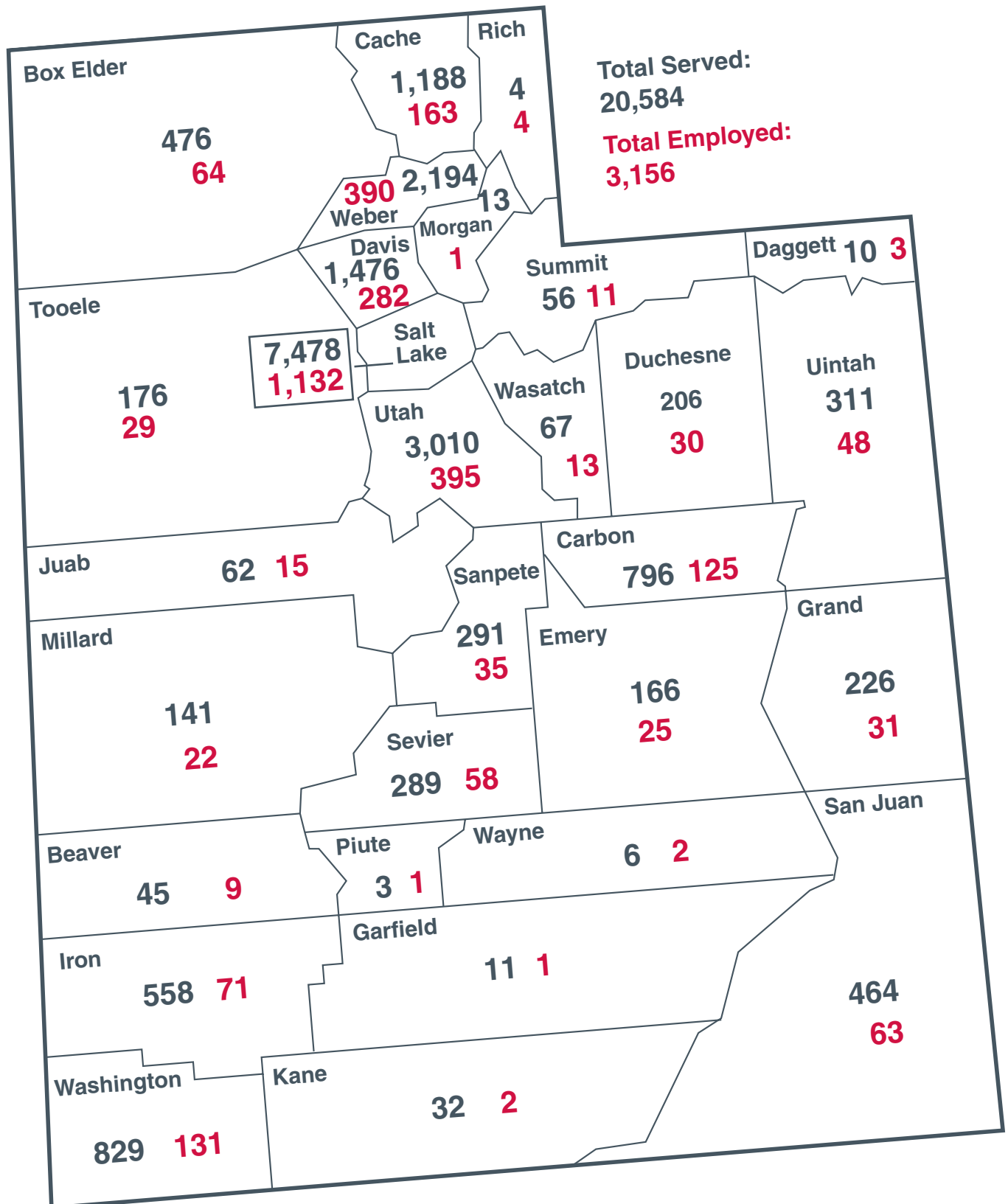
MARITAL STATUS	Number	Percent
Married	831	26.0%
Widowed	51	1.6%
Divorced	708	22.0%
Separated	208	6.4%
Never Married	1,358	44.0%
TOTAL	3,156	100.0%

ETHNIC BACKGROUND		
White	2,677	84.0%
African American	46	1.4%
Asian	20	1.0%
Native American	64	2.6%
Pacific Islander	21	1.0%
Multiple Ethnicity	328	10.0%
TOTAL	3,156	100.0%

AGE AT REFERRAL		
Less than 20 years	22	0.7%
20 through 34	1,477	46.0%
35 through 44	737	23.0%
45 through 64	885	29.0%
65 and over	35	1.3%
TOTAL	3,156	100.0%

Vocational Rehabilitation Program

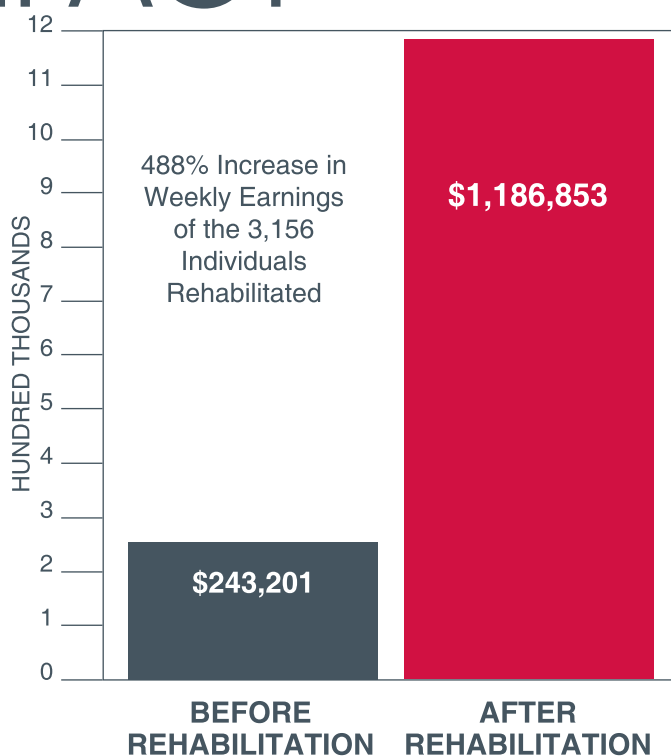
IMPACT



Vocational Rehabilitation Program

IMPACT After Rehabilitation Services

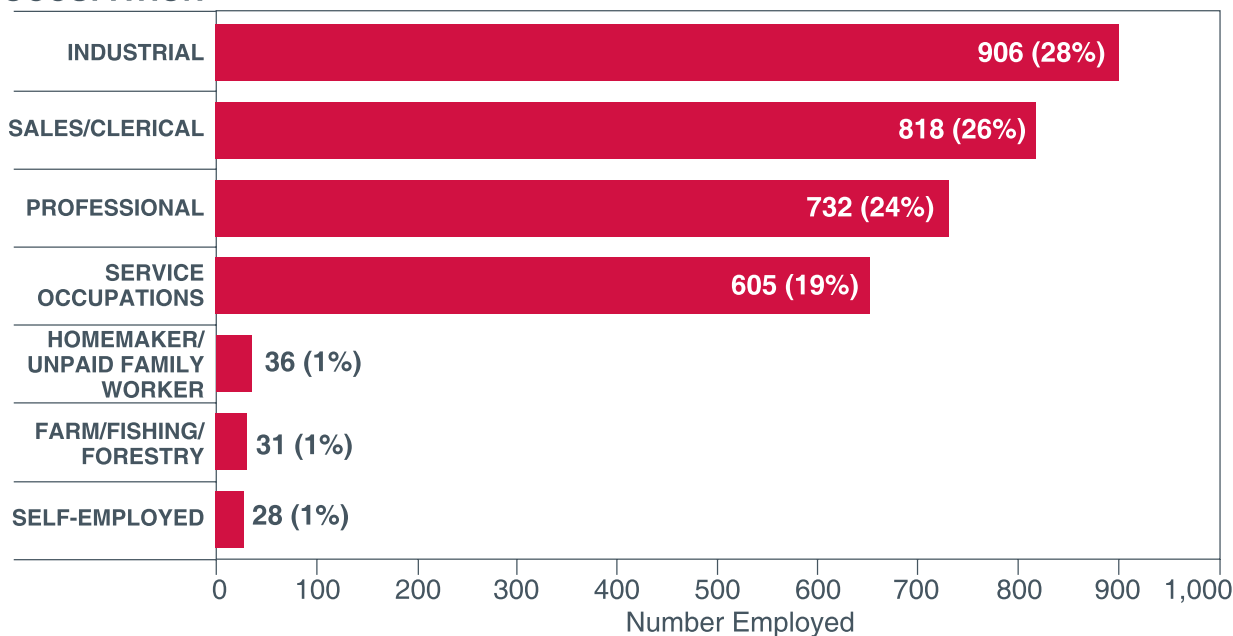
ECONOMIC



OCCUPATIONS

of the 3,156 Individuals Rehabilitated

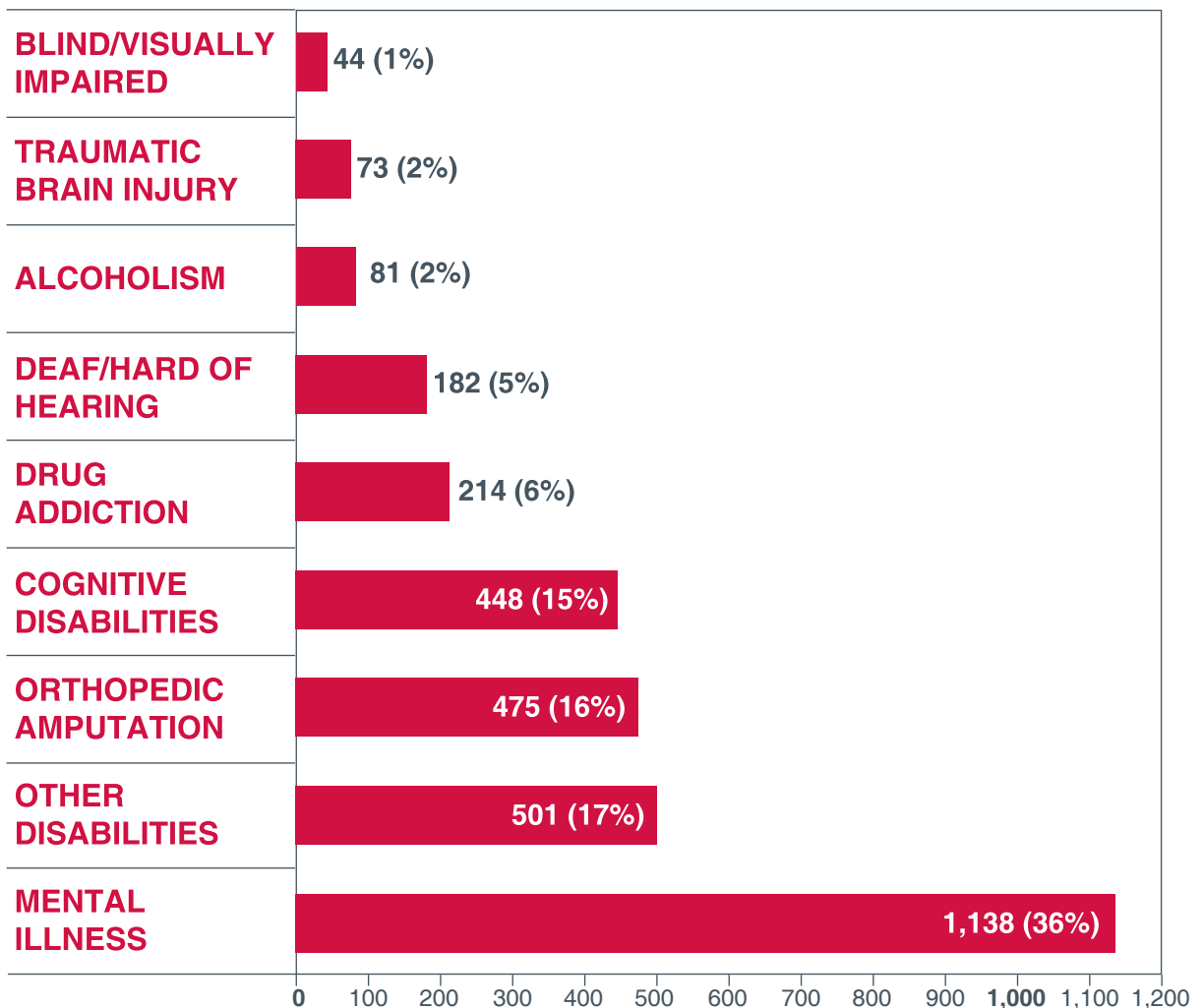
OCCUPATION



MAJOR DISABLING CONDITIONS

of the 3,156 Individuals Rehabilitated

DISABLING CONDITION



SUCCESSFUL PEOPLE



Otha "Bud" Proctor

A true success story, Bud Proctor exemplifies the positive results of client collaboration with various agencies, a foundation, and medical and school personnel. Bud came to the Vocational Rehabilitation program in 2001, wanting to complete his education at the university. Because of his numerous medical conditions, a facilitative rehabilitation counselor helped Bud to obtain assistive technology to maintain his school progress. He completed his degree and was able to re-enter the work force. Bud has since left this employment and obtained very lucrative employment as a practitioner consultant with excellent benefits. Bud has been asked by the corporate office to train employees to emulate his success. Not only does Bud work at this career, but he and his son have started a side business as well. He states that either the forces of Mother Nature or the inadequacies of life happen, and it is nice to know there is an organization like the Division of Rehabilitation Services available to help someone who has a dream to fulfill.



Jarom Hlebasko

Seven years ago Jarom and his buddies were enjoying the snow in southern Utah when the last jump into a snowbank injured his neck. The injury resulted in quadriplegia, but nothing stops Jarom from reaching his goals. He completed his degree at the university in a very challenging field; in the ten years this highly technical information system program has been offered, only ten to fifteen individuals have graduated. Jarom is successfully employed with an international company. Through the help of Vocational Rehabilitation in providing tuition, books, a computer and printer, a Quickie chair with alternating cushions, a modified van lift, and other assistive technology, this employment was made possible. Jarom was married three years ago, has been able to travel, and looks forward to his future. He says he wants to succeed and especially to live a better life and provide for his wife and future family. Jarom is grateful there are funds available to help people with disabilities and give them the opportunity to see their future in a positive light.



Andrea Hatch

A debilitating childhood disease left Andrea with some physical challenges. However, she came to the Vocational Rehabilitation program ready to complete her college education and become a special education teacher. Andrea received assistance with tuition, books, and tutoring, which enabled her to become employed as a teacher serving two elementary schools. She feels that her life has completely changed. She is a contributor to society, has enabled children with disabilities to gain a good education, and can now provide more for her family. Because of the Vocational Rehabilitation program's help, Andrea has gained self-confidence and is grateful there is such an agency available.

Meeting SCHEDULE

Full Council Meeting—9:00 a.m. to 12:00 p.m.: (Last Wednesday of each month)

October 31, 2007

November 28, 2007

No meeting in December

January 30, 2008

February 27, 2008

March 26, 2008

April 30, 2008

May 28, 2008

June 25, 2008

(We will cancel either June or July)

July 30, 2008

August 27, 2008

September 23 & 24, 2008 (Annual Meeting)

Individual committees may meet following the full Council meeting.

Location of SRC Meetings:

Utah State Office of Education Board Room

250 East 500 South

Salt Lake City, UT 84111

**For further information, phone (801) 538-7530 or
1-800-473-7530.**